

Apple Pay™ FAQ

Apple Pay offers an easy, secure, and private way to pay using Touch ID on iPhone 6, iPhone 6 Plus, iPad Air 2, and iPad mini 3.

Q. What do I need to use Apple Pay?

A. Here's what you need to use Apple Pay:

- iPhone 6 or iPhone 6 Plus (Apple Pay in stores and within apps)
- iPad Air 2 or iPad mini 3 (Apple Pay within apps)
- iOS 8.1 or later
- Touch ID or passcode on your device
- iCloud account
- [Supported credit or debit card from a participating bank](#)

Q. How do I set up Apple Pay?

A. You can start using Apple Pay as soon as you add your first credit or debit card to Passbook. To add a credit or debit card on iPhone 6 or iPhone 6 Plus, open Passbook and tap in the upper-right corner.

If you have a credit or debit card from a participating bank on file with iTunes, you'll be asked to add it. You can also choose to add a different card using the iSight camera or by entering your card information manually. Then your bank will decide whether to approve adding your card to Apple Pay. They might ask you to provide more information to complete the verification process.

To add a credit or debit card on iPad Air 2 or iPad mini 3, go to Settings > Passbook & Apple Pay, tap Add Credit or Debit Card, and then follow the same steps for iPhone above.

Learn more about [how to set up and use Apple Pay](#).

Q. What should I do if I have an issue adding a credit or debit card to Apple Pay?

A. You can contact your bank or AppleCare, who will help you resolve your issue.

Q. Where and how can I use Apple Pay to pay in a store or within apps?

A. You can use Apple Pay with your iPhone 6 and iPhone 6 Plus to pay in stores that accept contactless payments. Look for one of these symbols at checkout:



Q. When I'm paying in a store using my debit card in Apple Pay, should I choose Credit or Debit on the terminal?

A. If you see this choice, we recommend that you choose Credit to get the most consistent Apple Pay experience. Choosing Debit might not always work successfully with some older merchant payment terminals and backend systems.

Q. Will I have to sign a receipt when paying with Apple Pay?

A. As you do today with a plastic credit or debit card, you might need to sign a receipt, depending on the store and the transaction amount.

Q. Will I continue to earn rewards and benefits from my credit or debit cards when I pay using Apple Pay?

A. Yes. When you pay using Apple Pay, you'll continue to get the rewards, benefits, and security that your credit or debit card provides.

Q. Does Passbook show my recent transactions?

A. When you view your card in Passbook, you'll see the last transaction for each credit card or debit card.

You can also see the last 10 transactions for your credit cards. Just tap the card and tap. Depending on your bank, you might see only transactions made from your device. Or you might see all transactions made from your credit card account, including all Apple Pay devices and your actual credit card.

Q. How do I return an item that I bought using Apple Pay in a store?

A. The cashier can use the Device Account Number to find the purchase and process the return, just like they would with a traditional credit or debit card payment. To see the last four or five digits of the Device Account Number for your iPhone or iPad, go to Passbook, tap the card, and tap.

If the cashier needs your card details to process the return, you can follow the same steps for making a payment. Hold your iPhone 6 or iPhone 6 plus near the reader, select the card you used to make the original payment, and authorize the return with Touch ID or passcode. Depending on the return and refund policies of the store, it may take up to several days for the return transaction to appear on your credit or debit card statement.

A. How secure is Apple Pay?

Apple Pay is more secure than using a traditional credit or debit card. Every transaction on your iPhone or iPad requires you to authenticate with Touch ID or your passcode. Your card number

and identity aren't shared with the merchant, and your actual card numbers aren't stored on your device or on Apple servers.

Learn more about [Apple Pay security and privacy](#).

Q. How does Apple Pay keep my information private?

A. When you pay in stores, neither Apple nor your device sends your actual credit or debit card numbers to merchants. When you pay in apps, the merchant will only receive information like name, email address, billing and shipping address you authorize to share to fulfill your order. Apple Pay retains anonymous transaction information such as approximate purchase amount. This information can't be tied back to you and never includes what you are buying. Apps that use Apple Pay must have a privacy policy that you can view which governs the use of your data.

Learn more about [Apple Pay security and privacy](#).

Q. What should I do if my iPhone or iPad is lost or stolen?

A. With Apple Pay, you authorize each purchase with Touch ID or your passcode. These features help prevent other people from using Apple Pay on your iPhone or iPad.

If [your iPhone or iPad is lost or stolen](#), you can go to icloud.com/find or use the Find My iPhone app to suspend or permanently remove the ability to pay from that device with Apple Pay. Your cards will be suspended or removed from Apple Pay even if your device is offline and not connected to a cellular or Wi-Fi network. You can also call your bank to suspend or remove your cards from Apple Pay.

Q. Can I continue to use my plastic credit or debit cards if I suspend or remove my cards in Passbook?

A. When you suspend or remove your cards in Passbook, your device-specific Device Account Number is suspended or removed. You can continue to use your plastic credit or debit card.